

MEMORANDUM

10/10/2012

TO: Art Holmes, Director, Department of Transportation
FROM: CountyStat
SUBJECT: DOT Performance Review

The following items were identified for follow-up during the 10/9/2012 CountyStat meeting:

Identify opportunities to expand the use of the MC311 SLA-Dashboard and update KBAs to more accurately reflect current business processes

Responsible parties: DOT
Other parties involved: MC311, CountyStat
Deadline: 1/11/2013

Complete review of outstanding CountyStat follow-up items in order to update existing list.

Responsible parties: CountyStat, DOT
Other parties involved: none
Deadline: 1/11/2013

Determine number of hits to the Smart Traveler mobile website and number of downloads of the Smart Traveler mobile application.

Responsible parties: DOT
Other parties involved: none
Deadline: 1/11/2013

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer